

CLAIMS

We Claim:

1. A method in a computer system for assigning a cost to a computer transaction, the method comprising:

identifying one or more underlying services utilized to execute the computer transaction; and

5 determining a cost associated with the one or more services utilized to execute the transaction as a function of the usage of the services.

2. The method as recited in claim 1, wherein the determining step includes determining a cost for providing the services utilized to execute computer transaction.

3. The method as recited in claim 2, wherein the providing cost includes an equipment cost and wherein the determining step includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to execute the transaction.

4. The method as recited in claim 3, wherein the providing cost includes a software cost and wherein the determining step includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to execute the transaction.

5. The method as recited in claim 4, wherein the providing cost includes a personnel cost and wherein the determining step includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to execute the transaction.

6. The method as recited in claim 5, wherein the providing cost includes a facility cost and wherein the determining step includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to execute the transaction.

7. The method as recited in claim 1, wherein the determining step includes determining a cost for a level of quality of the one or more services utilized to execute the transaction.

8. The method as recited in claim 7, wherein the step of determining a cost for the quality of the service includes determining a cost for the availability of the one or more services.

9. The method as recited in claim 8, wherein the availability cost includes an equipment cost and wherein step of determining a cost for the availability includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to provide the availability of the one or more services.

10. The method as recited in claim 9, wherein the availability cost includes a software cost and wherein the step of determining a cost for the availability includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to provide the availability of the one or more services.

11. The method as recited in claim 10, wherein the availability cost includes a personnel cost and wherein the step of determining a cost for the availability includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to provide the availability of the one
5 or more services.

12. The method as recited in claim 11, wherein the availability cost includes a facility cost and wherein the step of determining a cost for the availability includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to provide the availability
5 of the one or more services.

13. The method as recited in claim 7, wherein the step of determining a cost for the quality of the service includes determining a cost to the response time of the one or more services.

14. The method as recited in claim 13, wherein the response time cost includes an equipment cost and wherein the step of determining a cost for the response time includes calculating the equipment cost as a percentage of an overall equipment cost for equipment utilized to provide the response time of the one or more services.

15. The method as recited in claim 14, wherein the response time cost includes a software cost and wherein the step of determining a cost for the response time includes calculating the software cost as a percentage of an overall software cost for the equipment utilized to provide the response time of the one or more services.

16. The method as recited in claim 15, wherein the response time cost includes a personnel cost and wherein the step of determining a cost for the response time includes calculating the personnel cost as a percentage of an overall personnel cost for maintaining the software and the equipment utilized to provide the response time of the one or more services.

17. The method as recited in claim 16, wherein the response time cost includes a facility cost and wherein the step of determining a cost for the response time includes calculating the facility cost as a percentage of an overall facility cost for supporting and housing the equipment and personnel utilized to provide the response time of the one or more services.

18. The method as recited in claim 1, wherein the determining step includes determining a cost for providing the services utilized to execute computer transaction and wherein the determining step includes determining a cost for a level of quality of the one or more services utilized to execute the transaction, the method further
5 including the step of combining the providing cost and the quality cost to define a transaction cost.

19. A computer-readable medium having computer-executable instructions capable of performing the steps recited in claim 1.

20. A computer system having a processor, an operating system and a memory, the computer system being operable to perform the steps recited in claim 1.

21. A computer-readable medium having a computer-executable service cost component including data indicative of a determination of a computer transaction cost as a function of one or more services utilized to execute the computer transaction.

22. The computer-readable medium as recited in claim 21, wherein the service cost component includes data indicative of the cost of providing one or more services utilized to perform a computer transaction.

23. The computer-readable medium as recited in claim 22, wherein the service cost component includes data indicative of the equipment cost of the one or more services utilized to perform the computer transaction.

24. The computer-readable medium as recited in claim 22, wherein the service cost component includes data indicative of the software cost of the one or more services utilized to perform the computer transaction.

25. The computer-readable medium as recited in claim 22, wherein the service cost component includes data indicative of the personnel cost of the one or more services utilized to perform the computer transaction.

26. The computer-readable medium as recited in claim 22, wherein the service cost component includes data indicative of the facility cost of the one or more services utilized to perform the computer transaction.

27. The computer-readable medium as recited in claim 21, wherein the service cost component includes data indicative of the cost of the quality of the one or more services utilized to perform the computer transaction.

28. The computer-readable medium as recited in claim 27, wherein the quality cost component includes data indicative of the cost of the availability of the one or more services utilized to perform the computer transaction.

29. The computer-readable medium as recited in claim 27, wherein the quality cost component includes data indicative of the cost of the response time of the one or more services utilized to perform the computer transaction.

30. A method in a computer system of executing a computer transaction, the method comprising:

requesting, by a user process, execution of a transaction;

receiving, by one or more service processes, the user process request;

executing, by the one or more service processes, the user process request; and

determining, by the one or more service processes, a cost associated with the execution of the transaction as a function of the services utilized to execute the transaction.

31. The method as recited in claim 30, wherein the determining step includes determining a providing cost of the one or more services associated with the execution of the transaction.

32. The method as recited in claim 30, wherein the determining step includes determining a quality cost of the one or more services associated with the execution of the transaction.

33. The method as recited in claim 32, wherein the step of determining a quality cost includes determining an availability cost and a response time cost.

34. A computer-readable medium having computer-executable instructions capable of performing the steps recited in 30.

35. A computer system having a processor, an operating system and a memory, the computer system operable to perform the steps recited in claim 30.

36. A method in a computer system for measuring the quality associated with the execution of a computer transaction, the method comprising:

associating an identifier with the transaction;

identifying one or more services utilized to execute the transaction;

monitoring a service record to associate an availability of the one or more services utilized to execute the transaction; and

monitoring the service record to associate a response time of the one or more services utilized to execute the transaction.

37. The method as recited in claim 36, wherein the identifier is an open-handle identifier.

38. The method as recited in claim 36, wherein the monitoring steps include monitoring a network service record.

